

ECONOMIC SUPPORT SUPERVISOR

FUNCTION OF THE JOB

Under direction, to assist in planning, developing, coordinating and administering the County's economic support programs; to supervise unit staff in the delivery of economic support services; and to perform other duties as required.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Supervises staff, manages unit workload, and reviews day to day eligibility determinations made by staff in the administration of a variety of Federal, State, and County economic support programs and services.
2. Participates in developing, planning, coordinating and interpreting economic support policies, procedures, rules, regulations and mandates.
3. Provides oversight and direction to staff engaged in making eligibility determinations, referrals to employment resources, mental health and other social services related agencies.
4. Monitors the State computer system to identify problems in programming logic and provides solutions to ensure accurate benefit issuance in various programs.
5. Develops, manages, evaluates and adjusts internal processes to insure compliance with federal, state and county laws, policies, procedures, regulations and mandates; insures contract compliance; monitors achievement of outcome based performance measures to maintain quality of service and minimize exposure to state and federal fiscal sanctions.
6. Develops and maintains quality control systems to evaluate staff workflow, reports, benefit issuance and program compliance.
7. Interprets policies and procedures and recommends action to be taken in complex case situations.
8. Develops, coordinates and presents training and guidance on policy interpretation and application to new and existing staff.
9. Evaluates and reports information regarding state quality assurance policies and their impact on services and recommends revisions.
10. Develops plans to address legislative changes and fiscal impact on providing economic support programs and services.
11. Coordinates benefit recovery efforts and activities with other County departments to ensure proper financial credit for the County, by the State, as a result of the collection of outstanding overpayments.
12. Assists in the development of the division's budget, objectives and strategic plan.
13. Develops and maintains effective working relationships with State and local officials, County departments, other department units and divisions that are fiscally impacted by Economic Assistance Programs, community agencies, advocacy groups and the public to insure optimal levels of customer service.
14. Selects, supervises, assigns, trains, counsels and evaluates staff and handles personnel issues or concerns.
15. Serves as liaison between the unit, nursing homes, child support, corporation counsel, state hearing examiners, legal counsel representing clientele, and numerous community groups
16. Serves on State advisory committees and acts as advisory resource for various community agencies and providers in regard to benefit availability, procedures, and regulations.
17. Performs emergency government duties as assigned in event of Waukesha County Emergency Government declaration.
18. Performs other duties as required.

QUALIFICATIONS

Essential Knowledge and Abilities

1. Comprehensive knowledge of federal, state, and local compliance standards, regulations, rules, appeal systems, and eligibility criteria for economic assistance programs and services.
2. Considerable knowledge of the role of economic support programs and services and the objectives of a public agency in providing these services.
3. Considerable knowledge of the socio-economic conditions impacting various populations and the community resources available to serve the needs of these people.
4. Considerable knowledge of modern mathematical and budgeting methods and techniques.
5. Considerable knowledge of interviewing techniques and practices.
6. Considerable knowledge of supervisory and administrative principles, practices, and procedures.
7. Working knowledge of computers and department program software, internet access, and database, spreadsheet and word processing programs.
8. Working knowledge of budgeting, planning and analytical methods and techniques.
9. Working knowledge of the State Computer Reporting System and how it functions.
10. Working knowledge of confidentiality statutes and requirements, including the Health Insurance Portability and Accountability Act (HIPAA) of 1996.
11. Ability to plan, assign, prioritize and evaluate the work of others.
12. Ability to interpret and apply federal, state, local, and division rules, directives and policies.
13. Ability to establish and maintain effective working relationships with financial assistance staff, agency supervisors, community and governmental agencies, and the general public.
14. Ability to communicate effectively both orally and in writing.
15. Ability to prepare and maintain accurate and complete records and reports.
16. Ability to utilize word processing, database and spreadsheet programs.

Training and Experience

1. Graduation from a recognized college or university with a bachelor's degree in sociology, social work, psychology, business administration, public administration, or a closely related field.
2. Two years of responsible work experience in a financial assistance program in a public social service agency.
3. If a sufficient number of applicants do not meet the above work experience requirement, two years of responsible work experience working with low income clients in a social service agency may be substituted.